

Relay Iowa 2012 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By	Inquiry	Resolution Date	Resolution	Category
15005	6/29/2011		Melanie	Melanie	Customer stated they are unable to receive a call on the TTY in their hospital room.	6/29/2011	Lead CA attempted test call to the number, which did not go through. Lead CA directed the customer to the hospital telephone administrator as the incoming call did not ring. Customer was satisfied.	External Complaints - Miscellaneous
18377	7/27/2011		Kim	Kim	Customer stated when their son tried to call them through the relay, they received a recording stating that their long distance had been disconnected.	7/27/2011	Lead CA explained that they would need to contact their long distance company regarding the recording. Customer understood.	External Complaints - Miscellaneous
18380	7/27/2011		Lonnie	Lonnie	Representative from AT&T stated they were calling from a cell phone in Kansas and when dialing 711 they were reaching Relay Iowa. Representative requested the information be forwarded to the technical department.	7/27/2011	Lead CA explained that with cell phones the connection may cross over to a different relay service. Customer Service contacted the Representative and discovered that they were working on the correct translation for the 711 and stated that they had corrected the issue. The customer was notified.	Technical Complaints - 711 Problems
21844	8/22/2011		Tina	Tina	Customer stated they are unable to dial 711 from their office.	8/22/2011	Customer Service shared the toll free number needed for translation. Customer Service offered to speak with the office telephone administrator, but customer declined and disconnected.	Technical Issues - 711 Issues
23034	9/9/2011		Jody	Jody	Customer stated that their long distance call would not go through.	9/9/2011	Supervisor discovered that the customer was using a calling card, which had expired. Supervisor notified the customer. Customer understood.	External Complaints - Miscellaneous
23004	9/12/2011		Melanie	Melanie	Customer stated they were receiving fraudulent calls through the relay.	9/12/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
24034	9/19/2011	3030, 9138	Lori	Lori	Customer stated that a recording was received when the CA dialed a number for them. Customer stated that they have had difficulty reaching a CA when dialing the relay.	9/19/2011	Supervisor apologized and explained that the relay had experienced a technical issue. Technical issue was resolved and customer was able to place their call successfully. Customer was satisfied.	Service Complaints - Miscellaneous
24039	9/19/2011	3030, 9138	Lori	Lori	Customer stated both CAs abruptly disconnected the number and stated they needed to call back. Customer stated when they attempted to call back they reached dead air.	9/19/2011	Supervisor apologized and explained that the relay had experienced a technical issue. Technical issue was resolved and customer was able to place their call successfully. Customer was satisfied.	Service Complaints - Miscellaneous
27031	10/20/2011		Candace	Candace	Customer stated when dialing the toll free TTY number for the relay they are being connected Voice and not TTY.	10/20/2011	Lead CA placed a test call to the toll free number and was connected voice. Lead CA explained that they would forward the information to the technical department. It was discovered that the issue had been resolved and customer was notified.	Technical Complaints - Miscellaneous
29071	11/8/2011		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	11/8/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By	Inquiry	Resolution Date	Resolution	Category
35344	1/12/2012		Michelle	Michelle	Customer stated they are unable to place a long distance call through the relay.	1/12/2012	Supervisor placed a test call to the number; which was successful. Supervisor suggested asking for a Supervisor at the workstation and ensuring that their long distance provider is being selected properly. Customer stated they would call back if further assistance was needed. Customer was satisfied.	Technical Complaints - Miscellaneous
38692	2/13/2012	9041	Tina	Tina	Customer stated that the CA had several typing errors during their call. Customer stated that when their calls are transferred to Customer Service there is garble. Customer requested to update their profile.	2/13/2012	Customer Service stated information would be forwarded to the technical department. Profile was updated and CA was counseled. CA's last typing score was 67 WPM with 97% accuracy. We have changed the transfer procedure to Customer Service to ensure clearer connection with Customer Service.	Service Complaints - CA Accuracy/Spelling/Verbatim
40504	3/2/2012		Tina	Tina	Customer has been receiving harassing calls through the relay.	3/2/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
45410	4/26/2012		Tina	Tina	Customer stated they were unable to connect to the relay.	4/26/2012	Customer Service apologized and provided troubleshooting tips to check the line. Customer Service discovered that the customer was dialing through a PBX and offered the toll free number for access to the relay. Issue was resolved and customer was satisfied.	Technical Complaints - Miscellaneous
45871	5/1/2012		Tina	Tina	Customer stated they were unable to connect to the relay.	5/1/2012	Customer Service apologized and provided troubleshooting tips to check the line. Customer Service had customer do test calls into the relay, which were unsuccessful. Customer Service discovered that the customer was dialing through a PBX and offered the toll free number for access to the relay. Issue was resolved and customer was satisfied.	Technical Complaints - Miscellaneous